

DISPATCHER OF THE MONTH



MAR137 is May's DOTM. He has been with IPN since 2002 is very active in the state of Maryland as well as providing remote content via various feeds. Thank you for over 16 years of service!

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

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ABBREVIATIONS

THE ISSUE IS DEAD...WELL, KIND OF

There's a little twist on the title of this article. Yes, something IS dead, but it's not the act of striving to send out clear and easy to read alerts. IPN's ultimate goal remains to bury all abbreviations so that everything we transmit is understood clearly by every user, including the soccer moms and Nana.

This month we look at incident related deaths which IPN has always allowed numerous abbreviations for. It seems every region has a different acronym for a fatality. We even use DOS for our Spanish audience. It's a little crazy when you consider the goal is to say that someone has expired.

In the very near future, IPN will be removing all of these acronyms for a fatality. In preparation for this change, we ask that all members begin conditioning themselves by using common terminology such as 1 Dead, 3 Fatals or 2 Deceased. While we understand the argument that this takes up more space, the word Dead is just one character more than the abbreviations we're trying to bury. Also, it is important to that you avoid entering an "X" next to the number when reporting a death.

This is not a math equation.

As always, please feel free to email the support team with any questions regarding this or any other matter. Thank you!

USING PulsePoint

EVEN WITH ITS QUIRKS

Many of our dispatchers have tapped into the Pulse Point application for a heads up on incidents that may qualify for transmission over our network. This system has grown to almost 450 agencies across the U.S. with the goal of promoting early CPR. It gives IPN dispatchers the option to be more active in their own area, a neighboring state, or even across the other side of the continent because the app can be used anywhere. Dispatchers outside the U.S. also benefit.

Although Pulse Point is extremely useful it is not perfect and users should realize there are shortcomings. You still need to listen to the feed for verification. While Pulse point doesn't have every single feed, you can often find them at broadcastify.com. We want to caution users that the feeds on Pulse Point may not always be the best feed to listen to the agency. Experimentation is the only way to see what works for you.

Another shortcoming of the app are the inconsistencies with how calls are coded. We were advised recently that every working fire in Kansas City, Missouri pops up as a 2 Alarm Fire

on there even though a 2nd Alarm wasn't called. In Plano, Texas, if the dispatcher receives more than one call they bump the call to Confirmed Structure Fire (aka Working Fire) even though nobody is on scene yet. We hate to beat a dead horse but confirming incidents with your own ears is a must.

Coding is also inconsistent with other incidents. In Washington, D.C., a stalled elevator is a Technical Rescue while other agencies code it as a service call. In some California agencies, Tech Rescue is used for car accidents. Other agencies pick and choose what they want to send so you encounter a plane crash MCI that doesn't even show up on the app. It is an interesting system that can be confusing if you are not acclimated to its various quirks.

Despite its shortcomings we continue to embrace Pulse Point as a valuable tool for IPN. We invite you to check them out and see a full list of agencies at <https://webapp.pulsepoint.org> You can also download the free product in the Apple App or Google Play store.



03-08-18 15:36 | Middlesex County (Acton)| Structure Damage| | 81 School St|L28 o/s Large Limb in to the Roof of the Structure. Bldg Dept Req.| MAS001

Photo by Chuck Lowe

WHERE IS MY EMAIL FROM IPN?

At one time or another, you may have sent an email to support and no one replied. The fact is, we did reply. Our dedicated support team replies to every single support issue sent in. Unfortunately, some email providers label our email as spam or junk. Because of increased security measures, it has become a common problem with companies across the globe.

We discovered that Gmail marks IPN email as spam and places our reply to you in the spam folder. To stop this, you can whitelist the IPN email using one of these two methods.

A. Mark messages as "Not Spam"

1. In Gmail, navigate to the spam folder. It's hidden under the All Mail label. *See Image 1*
2. Look for emails from IPN and select all the emails shown. *See Image 2*
3. Then click the Not Spam button above the emails. *See Image 2*

B. Add the address to your contacts

Click on Contacts in drop down menu and add support@incidentpage.net as a contact. Google will usually deliver emails that are in your Contacts. *See Image 3*



Image 1

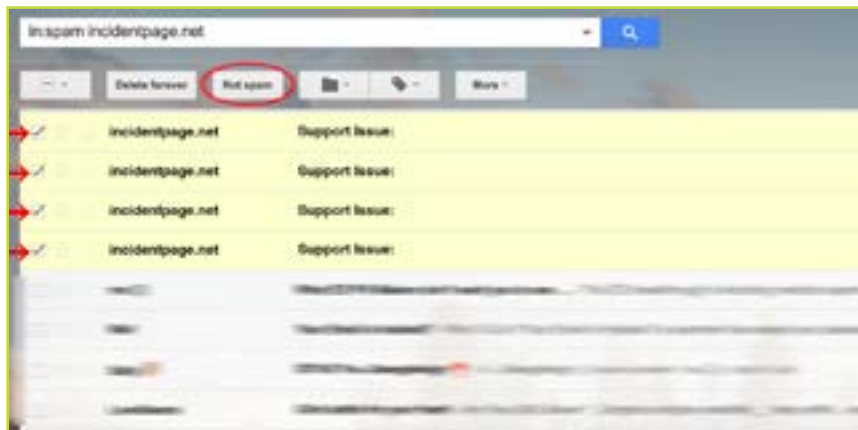


Image 2

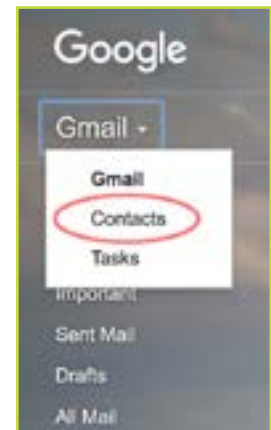


Image 3



04/25/18 23:47 | Vancouver - Canada| 3 Alarm Fire| Tac 4| 1300 E Pender St| BC1 has heavy fire showing from 2 sty commercial. Req 3rd Alarm and full Hazmat response| BCC018

Photo by Shane MacKichan



PLAGIARISM WARNING



Over the past few months we noticed a spike in the number of IPN incidents

that have been stolen from our system and retransmitted to other systems. Many of the calls were being cut and pasted verbatim. We discovered who the members were and immediately terminated their accounts.

Unfortunately, a few more are still participating in this act. And despite their dispatcher or premium status, they will face the same consequences. This is a clear violation of IPN terms of use and is not tolerated.

This punishment will also be imposed on any member of the dispatch team found to be copying information from other notification systems. Not only is it against IPN's terms of service - it is against the law! Copyright violation is a serious crime.

Now, you can certainly subscribe to other services but you can not copy their alerts. Everything you send to IPN must be monitored and verified with your own ears. Social media can be a useful tool but as we know it is far from perfect. There is also a ton of garbage on there. Listen, acquire the details that IPN is known for, and send an accurate notification.

We are all in this together as we continue to grow and provide accurate professional information to the masses. Thank you from your fellow dispatchers, as well as the entire admin team, who are growing impatient with this daily dilemma.



03-25-2018 13:07 | Wylie| 1 Alarm Fire| Ops 5| 3212
Blue Haven way |ENG on scene with 2 story frame
house fire showing | DFW248
Photo by Rick White



NEW CATEGORY

On May 1, a new category has been added to police incidents: **Break-in/Burglary (BRK-IN)**.

This category was added after our members requested information on related suspicious activity occurring in their neighborhoods. Use the category in any situation where there has been a break-in, burglary, or attempted break-in.

Examples of alerts allowed include:

- A person discovers that someone attempted to force entry into their house.
- Police respond to an alarm sounding. On arrival there is an open door and signs of foul play.
- Occupants returned from vacation to find their belongings were taken.

Examples of unacceptable alerts include:

- Home invasion continues to be transmitted to Violent Crime based on weapons and force used against occupants.
- PD checking the area because an alarm is sounding. Signs of a break-in is required.



04-14-2018 14:28 | Woodlawn| 2 Alarm Fire| | 2430 Bytham Ct | Multiple units o/s heavy fire in a 3 story apartment building| MAR133

Photo by Michael Schwartzberg, FirePix1075



WELCOME NEW IPN DISPATCHERS!

IPN welcomed twenty one new dispatchers to our elite team last month. If you see them in chat please say hello and help them get up to speed. Please review the guidelines and category descriptions before jumping in so you can start earning maximum points for each alert you send!

ALA002 Chase
ARI021 Chris
GEO017 Darrell
IND023 Dale
KTY017 Scott
KTY019 Seth
MAS186 Marcus
MOU008 Larry
NHA025 Michael
NJS001 Evan

NJS066 Shmuly
NYC071 James
NYK082 Harry
NYK091 Brandon
PEN057 Joseph
PEN105 Jesse
TEN033 James
TEX011 Fernando
TEX021 Blane
WAS005 Ian

MONTHLY STATS

January	February	March
Florida	Florida	Florida
New York	New York	New York
California	California	California
Mass	Mass	Mass
Illinois	Pennsylvania	Maryland
Pennsylvania	Maryland	Pennsylvania
Maryland	Ohio	Texas
Texas	Texas	Illinois
Ohio	Illinois	Ohio
New Jersey	New Jersey	New Jersey

The monthly incidents dispatched for the month of March shows an increase across the board with over twenty one thousand calls transmitted to the system. As explained in the last newsletter, a good chunk of these came from the Florida 800 project that ran for

the last 2 weeks of the month. Florida alone produced 5491 notifications which is roughly 177 notifications per day. This is nothing short of amazing when you consider that a good chunk of the state is encrypted.

In other states, we saw the top four holding their ground with Maryland hammering out a ton of content to take the 5th spot. They were only 48 jobs away from knocking Massachusetts into the Harbor. Both chapters did an amazing job with over 1100 alerts a piece. The remaining spots continued to fight it out with high quality alerts and relevant updates. Nice Job!

Honorable mention for the month of March goes to the United Kingdom. We all know this is a tough nut to crack because of the encrypted cellular communications. For this reason most of the content there comes from members who are "on the run". We greatly value your efforts to keep all of us informed of events in the UK. Your collaboration produced 68 alerts in March for which we are all grateful. Cheers!

CONTACT US

Please send us your article suggestions, incident photos, input, and feedback. We want to hear from you and share it with other dispatchers!

Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:

newsletter@incidentpage.net

General Support:

support@incidentpage.net

Dispatcher Admin Office:

1900 Weld Blvd, Suite 105
El Cajon, CA 92020

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HOTLINE INFO REMINDER

Provide all necessary information. Spell street names and towns.

Text: hotline@incidentpage.net Toll-free Phone: 1-888-339-8259